


Patient Experience Data

2020-2025*

Updated quarterly	2020	2021	2022	2023	2024	2025*	Benchmark	Goal
Recommend the hospital - Inpatient/ED	73%	61%	64%	70%	69%	75%	73%	↑
Patients who reported nurses “Always” communicated well	73%	86%	79%	81%	82%	83%	79% US	↑
Patients who reported that they “Always” received help as soon as they wanted	65%	73%	77%	81%	66%	76%	65% US	↑
Patients who reported doctors “Always” communicated well	75%	85%	80%	82%	77%	88%	79% US	↑
Patients who reported that their room and bathroom were “Always” clean	74%	82%	68%	88%	78%	88%	72% US	↑
Patients who reported that the area around their room was “Always” quiet at night	58%	58%	57%	55%	63%	53%	62% US	↑
Patients who reported that staff “Always” explained about meds before giving them	60%	64%	71%	64%	63%	83%	61% US	↑
Patients who reported that YES, they were given info about what to do during their recovery at home (Discharge info)	88%	91%	91%	91%	87%	93%	86% US	↑
Patients who “Strongly Agree” they understood their care when they left the hospital (Care Transitions)	40%	54%	50%	49%	43%	77%	51% US	↑

*Through October 21, 2025

 Exceeds Benchmark (Best)

 Meets Benchmark

 Below Benchmark

Readmission Data	2020-2025*							
	2020	2021	2022	2023	2024	2025*	Benchmark	Goal
30 Day Readmission Heart Failure	21.8%	22%	n/a	n/a	n/a	n/a	21.9% US	↓
30 Day Readmission Pneumonia	16.6%	16.5%	n/a	16.6%	16.4%	16.2%	16.0% US	↓
30 Day Readmission COPD	19%	19.3%	19.3%	19.6%	18.2%	n/a	18.2% US	↓
30 Day Readmission Hospital	15.6%	15.7%	14.8%	14.7%	14.3%	14.8%	15.0% US	↓
30 Day Readmission After Hip/Knee Replacement	3.9%	3.9%	4%	4.3%	4.6%	n/a	4.8% US	↓

*Through October 21, 2025



Mortality Data	2020-2025*							
	2020	2021	2022	2023	2024	2025*	Benchmark	Goal
Mortality (30 days) Pneumonia	15.9%	15%	n/a	n/a	17%	15.2%	16.2% US	
Mortality (30 days) Hospital-wide	n/a	n/a	n/a	n/a	n/a	3.8%	4.2% US	

*Through October 21, 2025



Timely & Effective Care Data	2020-2025*							
	2020	2021	2022	2023	2024	2025*	Benchmark	Goal
Updated quarterly								
% of patients who left the ED before being seen	0.158%	0.066%	0.126%	0%	0%	0.066%	3% US	↓
Emergency - Median Time (in minutes) from ED Arrival to ED Departure for D/C ED Pts OP-18b (non-psych)	142	122	116	119	119	126	123 US	↓

*Through October 21, 2025



NHSN Required Infection Reporting Categories

Infection Prevention Dashboard 2025*

Device Associated Infection Data

	YTD Total Line Days in ED/SCU/MedSurg (N=opportunity for infection)	Confirmed HAI's Attributed to MRH	3rd qtr Infection Rate % (1/2 - 9/30)	National Benchmark	Goal
Central Line-Associated Bloodstream Infections (CLABSI)	64	0	0%	1%	↓
Catheter-Associated Urinary Tract Infections (CAUTI)	101	0	0%	1%	↓

SSI Data


	Total Procedures Performed YTD (N=opportunity for infection)	Confirmed SSI's Attributed to MRH	3rd qtr Infection Rate % (1/2 - 9/30)	National Benchmark	Goal
Open Colons	3	0	0%	1%	↓
Total Knee Replacement	4	0	0%	3.5%	↓
Total Hip Replacement	4	0	0%	3.5%	↓

Multi-Drug Resistant Organism (MDRO) Infection Data

	Total Patients with MRSA BSI or C.diff infection (N=opportunity for infection)	Confirmed BSI/C.diff Attributed to MRH	3rd qtr Infection Rate % (1/2 - 9/30)	National Benchmark	Goal
HAI MRSA Blood Stream Infection	0	0	0%	1%	↓
HAI Clostridium difficile (C.diff)	0	0	0%	1%	↓

*Through September 30, 2025

 Below Benchmark (Best)

 Meets Benchmark

 Exceeds Benchmark

Viral Respiratory Admission Data by Pathogen - 2025*

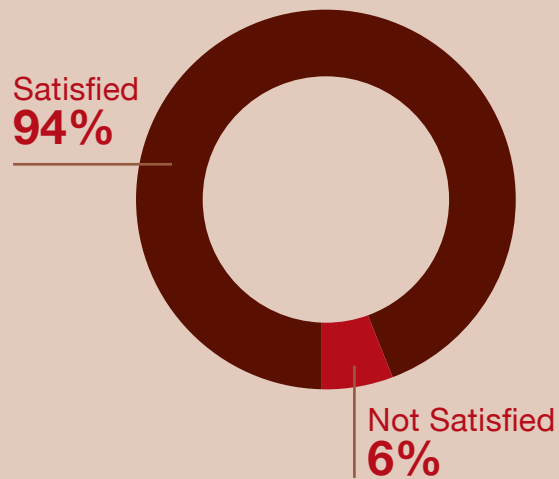
Month	COVID-19	Influenza A	Influenza B	Metapneumo Virus	Rhinovirus/ Enterovirus	RSV	Parainfluenza 3	Mycoplasma Pneumonia
January	3	19	0	0	0	4	0	0
February	1	13	0	0	1	1	0	1
March	0	0	2	0	0	2	0	1
April	0	2	0	0	1	7	0	1
Total	4	34	2	0	2	14	0	3

**Through April 30, 2025*

Memorial Regional Health, Craig Spine & Joint Outcomes / 2020 – 2025

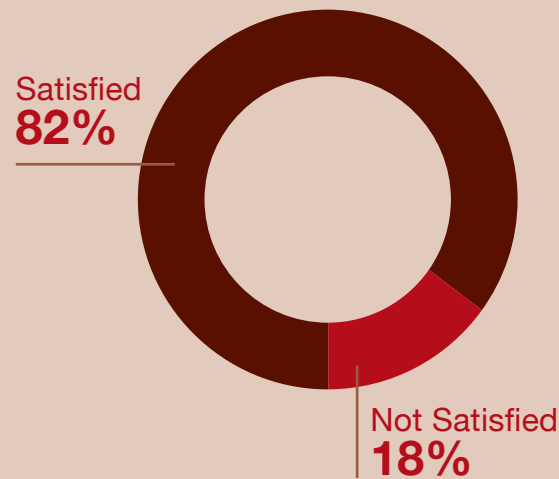
as provided by Steamboat Orthopaedic & Spine Institute

JOINT | Satisfaction with Surgery 3 Months



National Benchmark: 89% satisfied at 3 months

SPINE | Satisfaction with Surgery 12 Months

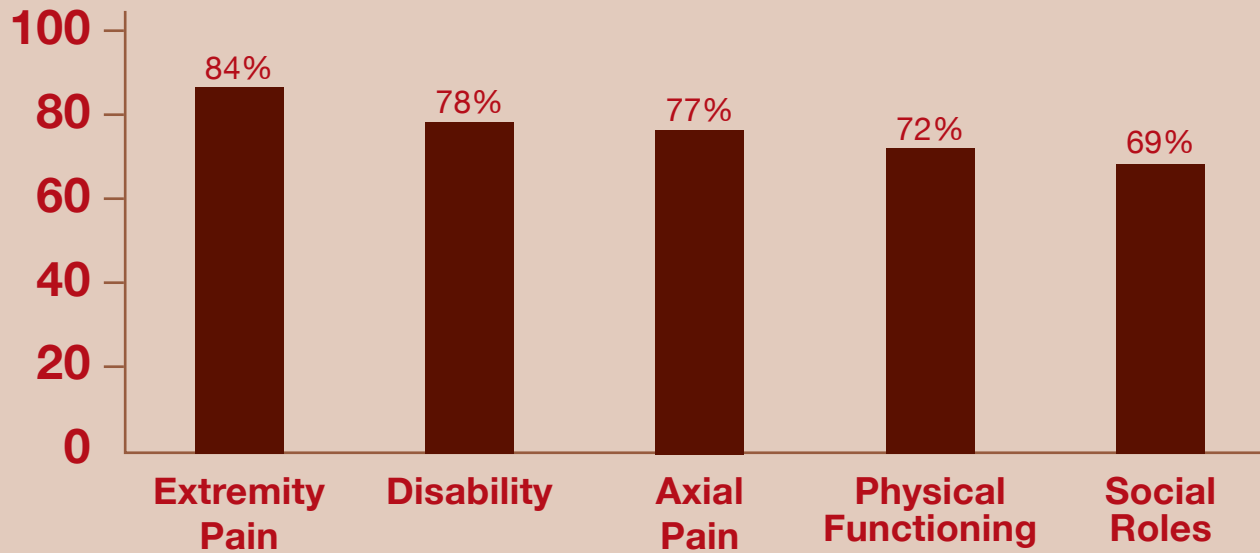


National Benchmark: 85% satisfied at 12 months

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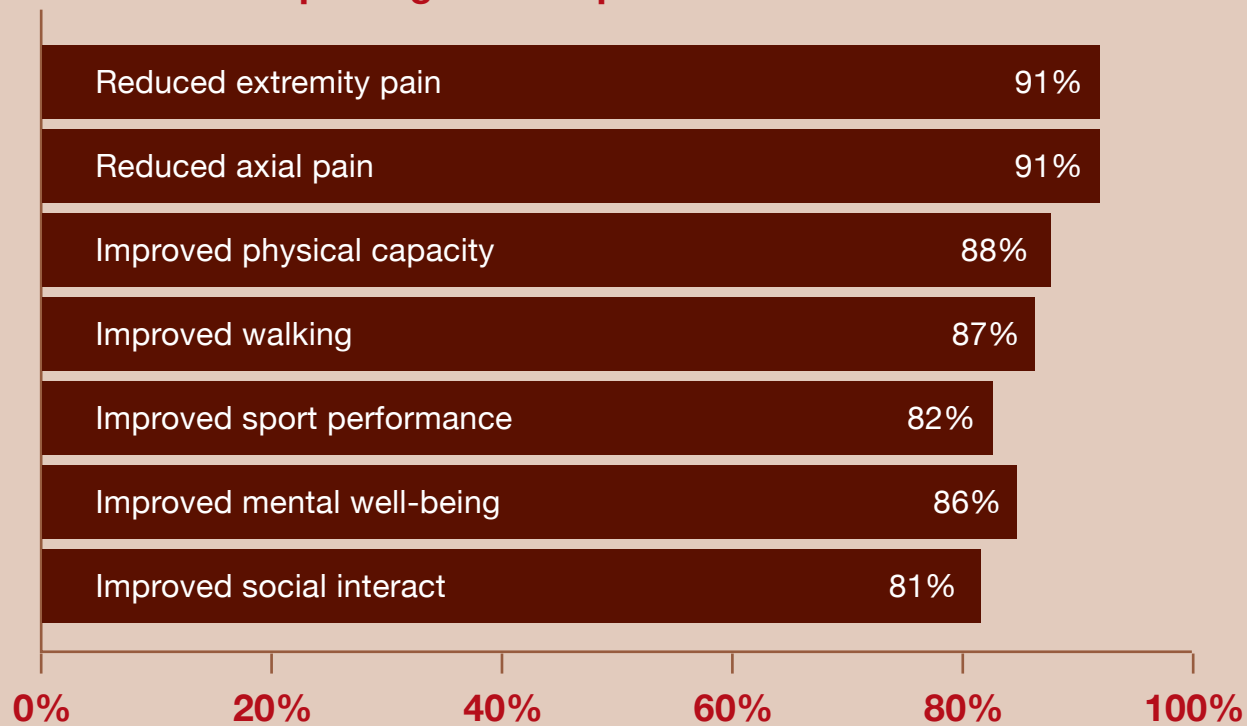
SPINE | Percent of Patients Achieving Clinically Meaningful Improvement



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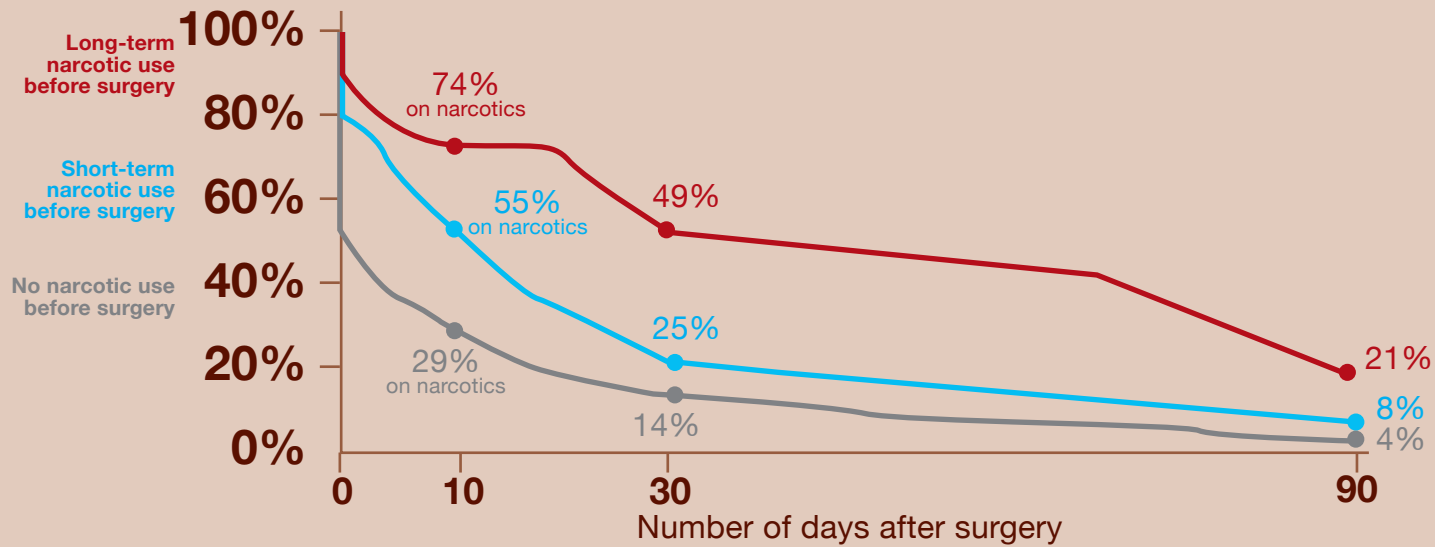
SPINE | Percent of Patients Reporting Their Expectations Were Met



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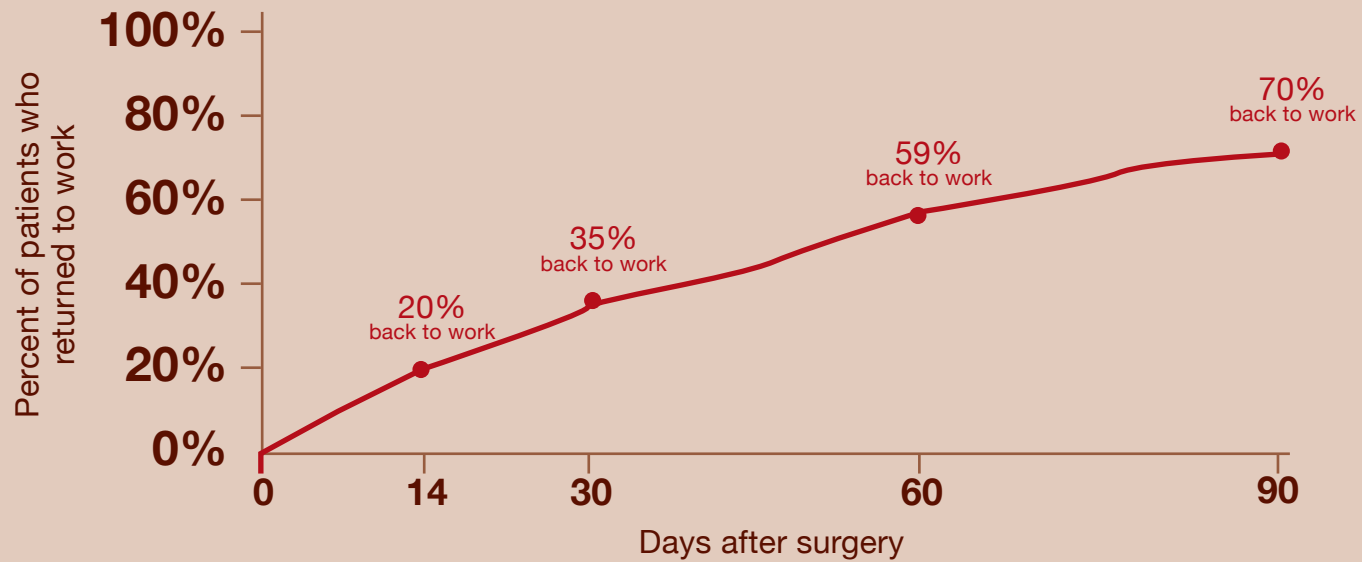
SPINE | What Percent of Patients are Taking Narcotic Pain Medicine after Surgery?



Memorial Regional Health, Craig Spine & Joint Outcomes / 2020 – 2025

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SPINE | How Soon do Patients Return to Work? (for those who plan to return to work)



National Benchmark ~ 67% of patients return to work at 90 days

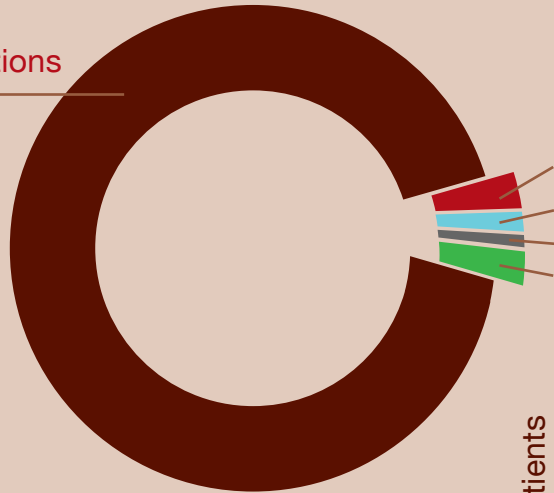
Memorial Regional Health, Craig Spine & Joint Outcomes / 2020 – 2025

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SPINE | Safety Data

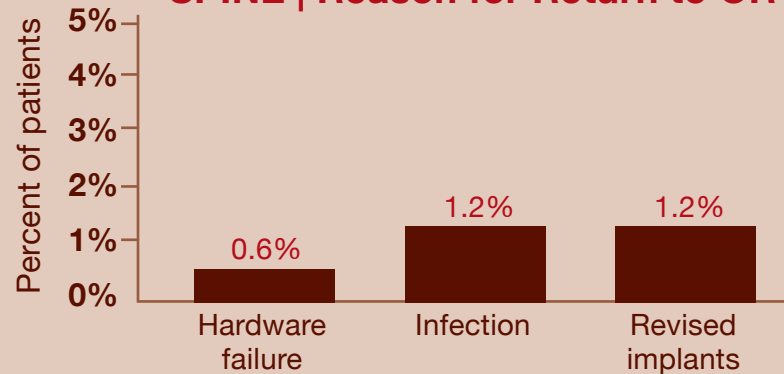
91.1%

No complications



- 3.0%** Return to OR in one year
- 1.8%** Readmit in 30 days
- 0.6%** Readmit in 90 days
- 3.6%** ER visit (no readmit)

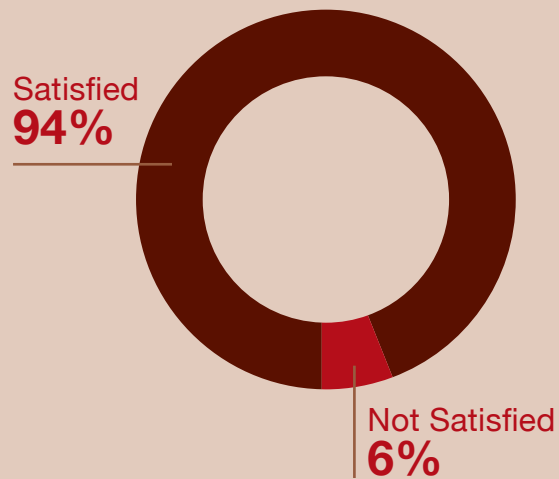
SPINE | Reason for Return to OR



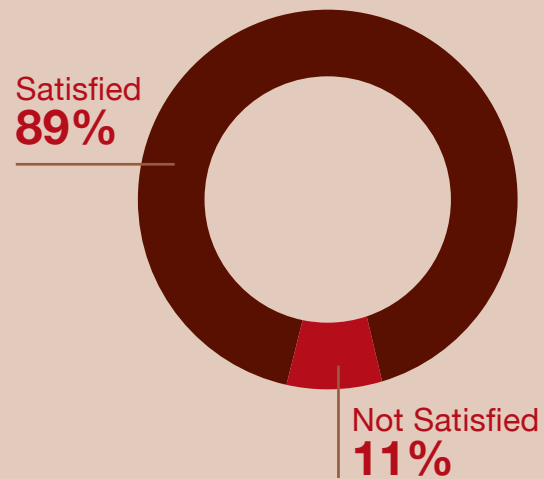
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**JOINT | Satisfaction with Surgery
3 Months**



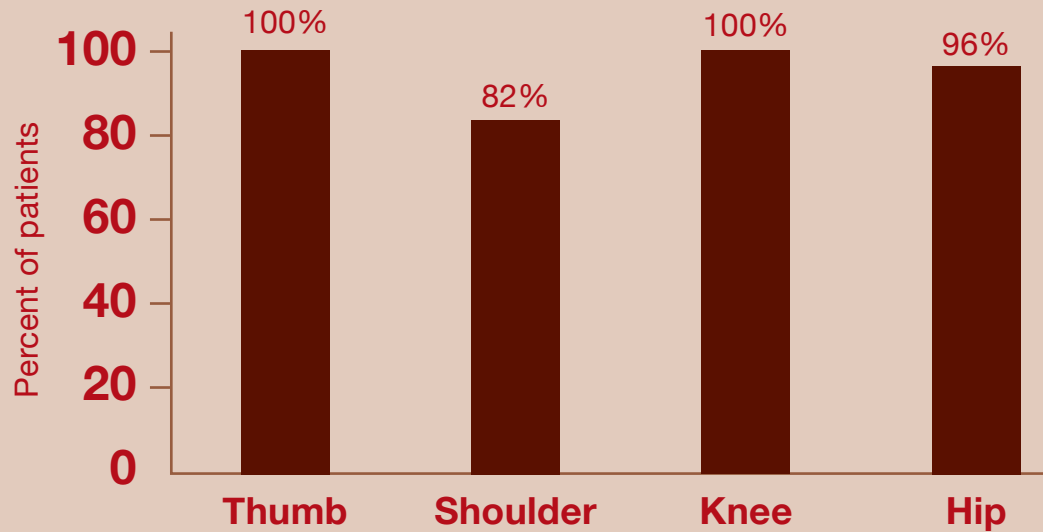
**JOINT | Satisfaction with Surgery
12 Months**



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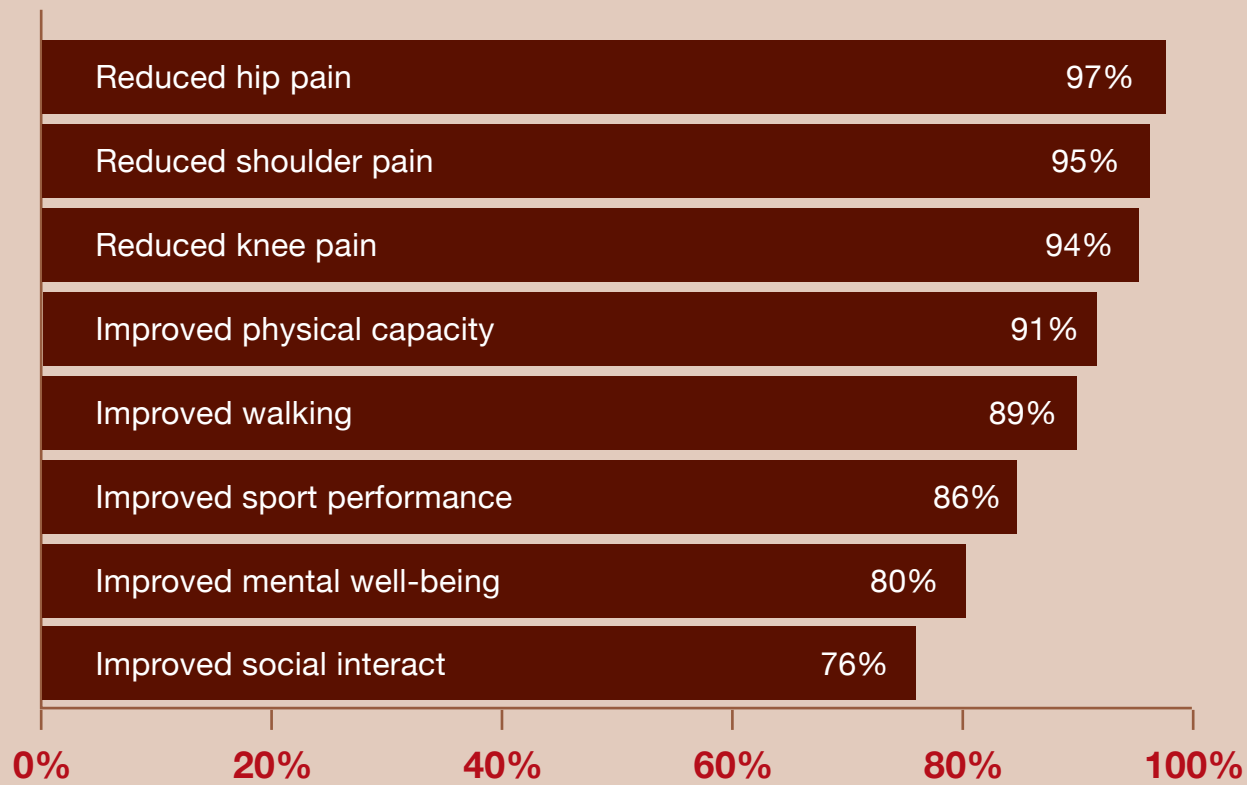
**JOINT | Percent of Patients
Satisfied at 12 months**



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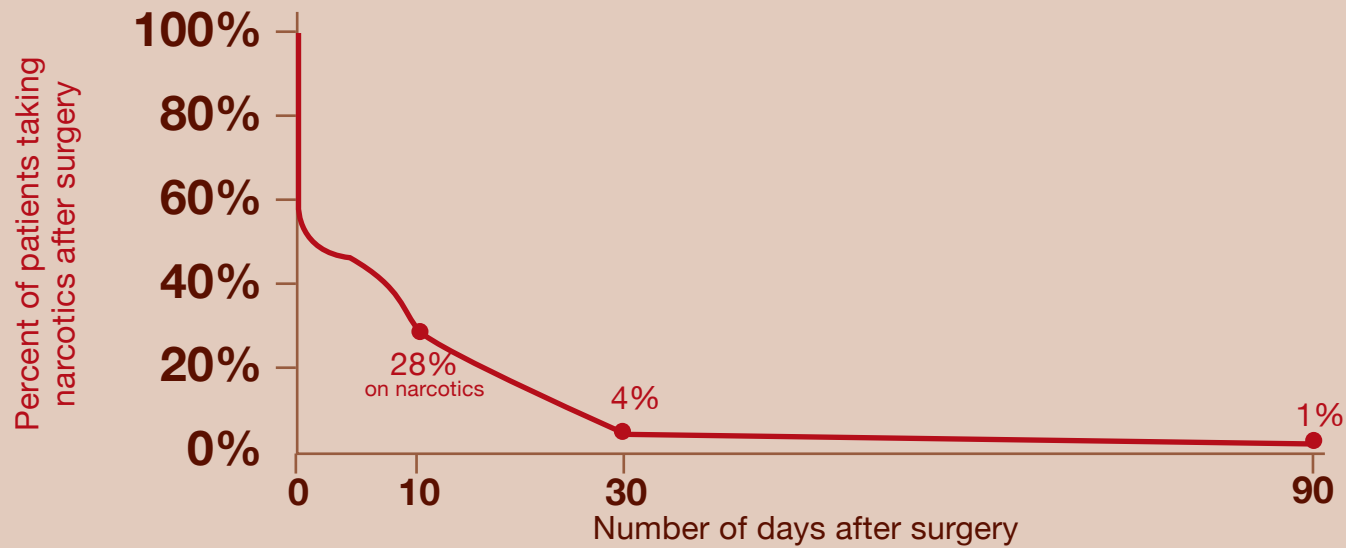
JOINT | Percent of Patients Reporting Their Expectations Were Met



Memorial Regional Health, Craig Spine & Joint Outcomes / 2020 – 2025

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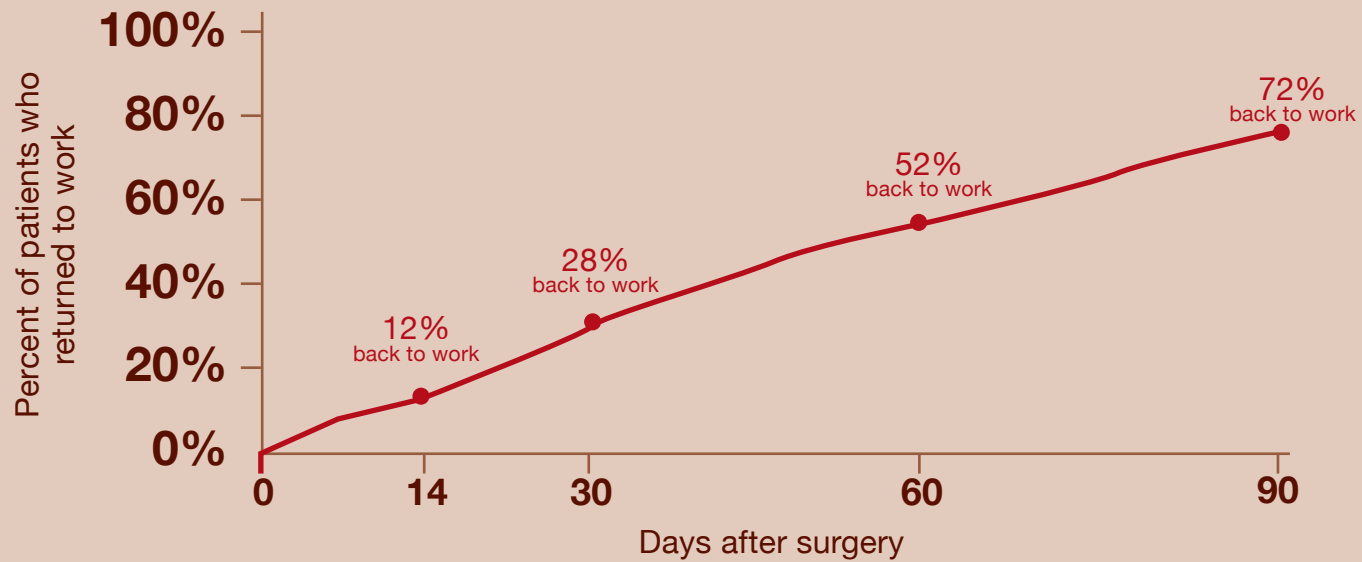
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JOINT | How Soon do Patients Return to Work? (for those who plan to return to work)



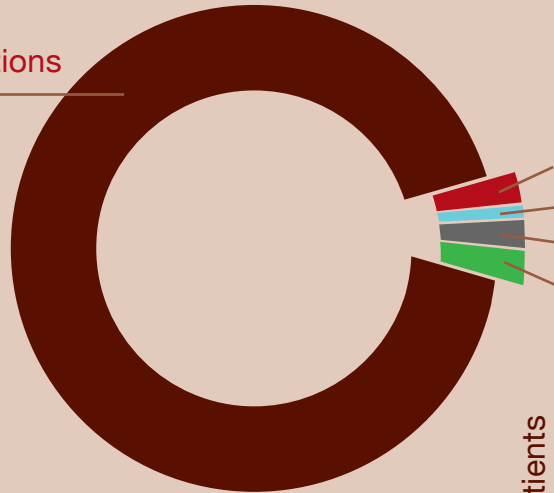
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JOINT | Safety Data

91.8%

No complications



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- 1.0%** Readmit in 30 days
- 2.0%** Readmit in 90 days
- 3.1%** ER visit (no readmit)

JOINT | Reason for Return to OR

